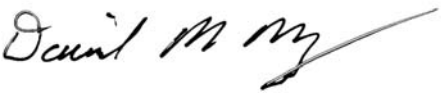


**RICHMOND POLICE DEPARTMENT GENERAL ORDER**

NOTE: This directive is for internal use only, and does not enlarge an employee's civil liability in any way. It should not be constructed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violation of this directive, if proven, can only form the basis of a complaint by this department, and then only in a non-judicial administrative setting.

Chapter 6	Number 28	Effective Date 07/18/08	Review Date 2011
Subject EMERGENCY SYSTEMS FAILURE PROTOCOL			☒ New Order ☐ Replaces
References ADM.25.07b			
 _____ Chief of Police or Designee		07/18/08 _____ Date	

I. PURPOSE

The purpose of this order is to establish procedures for taking and submitting reports using Mobile Field Reporting (MFR) during network and/or power failures.

II. POLICY

It is the policy of the Richmond Police Department to provide the highest level of service attainable to the public through efficient and effective information exchange. Members of the Department shall adhere to colored code levels and corresponding procedures until such time as the network and/or power outage is restored.

III. ACCOUNTABILITY STATEMENT

All employees are expected to fully comply with the guidelines and timelines set forth in this general order. Failure to comply will result in appropriate corrective action. Responsibility rests with the Division Commander to ensure that any violations of policy are investigated and appropriate training, counseling and/or disciplinary action is initiated.

IV. DEFINITIONS

- A. **INCIDENT** – An incident is defined as one or more offenses committed by the same offender or group of offenders acting in concert and at the same time and place, as well as non-criminal matters or activities for which a police report is required.
- B. **INCIDENT-BASED REPORT (IBR)** – The IBR provides for the recording of information describing the incident, offense, a public narrative and an officer's

narrative, victim, suspect, vehicles and property. Virginia State IBR Guidelines determine the offense classification(s) and types of information required based on the circumstances of the incident.

- C. PISTOL RECORD MANAGEMENT SYSTEM (RMS) – Application and database used to collect data to include incidents, arrests, summons, accidents, field contacts, case management, probation and parole, pawn and name records. Pistol RMS also holds Internal Affairs data to include citizen complaints, use of force, fleet vehicle accidents, injuries and pursuits. It includes employee data, fleet vehicle and officer equipment data.
- D. MOBILE FIELD REPORTING (MFR) – Application used to collect and review RMS data in mobile units in the field to include incidents, supplements and field contacts.

V. PROCEDURES

A. Network and/or Power Failures:

- 1. There are several different scenarios where police personnel may not have the ability to log into MFR online and submit reports from anywhere in the City. The following outlines the different scenarios and corresponding code levels and the appropriate procedures for taking and submitting reports using MFR during network and/or power failures.
- 2. In case of network and/or power failures:
 - a. Code Blue – If Motorola network is down, officers shall:
 - 1. Enter reports on the MDC in the vehicle OFFLINE, to be submitted via MFR DOCKED at a hotspot; or,
 - 2. Enter and submit reports via MFR DOCKED at a hotspot; or,
 - 3. Respond to the nearest police facility, log into MFR DOCKED on a precinct computer and submit the report upon completion.
 - b. Code Green – If All Network Connectivity to the Mobiles is down but the precinct networks are still functioning, officers shall:

Respond to the nearest police facility, log into MFR DOCKED on a precinct computer and submit the report upon completion.
 - c. Code Yellow – If network connectivity to mobile units and precincts is down, officers shall:
 - 1. Respond to the nearest police facility, log onto MFR OFFLINE on the designated MFR computer, enter report(s) and mark the report Ready to be Submitted (RTBS) so that it turns BLUE;

2. Complete the log next to the designated computer to include the Officer's name and code number, incident number, location and the incident type, computer name on which the report was written and the date and the time written;
 3. When MFR system is restored, the on-duty Sergeant will log onto the designated MFR computer and hit the submit button; and,
 4. A copy of the IBR log shall be forwarded to the RMS unit as soon as possible after the networks are restored.
- d. Code Orange – If power and network connectivity to precincts is down, officers shall:
1. Enter reports on the MDC in the vehicle OFFLINE and mark the report RTBS so that it turns BLUE;
 2. Complete the IBR log to include the Officer's name and code number, incident number, location and the incident type, shop number of the vehicle where the report was written and the date and the time written; and,
 3. The IBR log shall be submitted to the on-duty Sergeant and a copy of the log shall be forwarded to the RMS unit as soon as possible after the power and networks are restored.
- e. Code Red – If no MDC or PC is available to enter reports, officers shall:
1. Use paper forms to complete reports;
 2. Submit paper reports at the earliest possible time to the supervisor working in the area where the report was taken;
 3. The supervisor will ensure that the approved report is collected and logged at the precincts for entry by the DPR officer or the precinct's Administrative Program Support Assistant (APSA) when the system is available; and,
 4. Forward copies of all IBR logs to the RMS unit as soon as possible after the network and power are restored.
- B. A copy of the MFR IBR log sheet and MFR code level chart with color coded instructions is available on the X: Drive under RPD Forms and Computer Services Forms. Also refer to Attachment A on page 5 of this general order.
- C. The RMS unit shall have the sole responsibility in determining the extent of the connectivity and/or power issues and making field personnel aware of the proper reporting procedures to be undertaken.

VI. ROLES AND ACCOUNTABILITY

A. Officers shall:

Enter reports per instructions related to colored code levels.

B. Officer's supervisor shall:

1. Post instructions related to colored code levels and relay code and instructions to officers under his/her command; and,
2. Copy MFR IBR log and post designated sign on MFR computer.

C. RMS Unit shall:

1. Determine the extent of the network issues and contact DEC to have DEC broadcast colored code and instructions for network emergency;
2. Contact each precinct and inform on-duty sergeant of code level and procedures;
3. Collect IBR log forms and audit reports to make sure all reports get submitted into PISTOL; and,
4. Contact Information Technology (IT) Manager to inform him/her of extent of network outage.

D. IT Manager shall:

Contact DEC to send a page to Command Staff with color code, instructions to officers and estimated length of outage.

E. DEC shall:

1. Broadcast message including color code and instructions to all MDT users; and,
2. Send a page to Command Staff.

VII. FORMS

IBR Log Sheet

ATTACHMENT A

CODE BLUE – Motorola network is down.

CODE GREEN – All mobile connectivity is down.

CODE YELLOW – All networks are down.

CODE ORANGE – Power and networks are down.

CODE RED – NO MDC or PC available to enter report.